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THE DENTAL ASSISTANT



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Random Notes on The Psychology of Work

By DR. D. PRESCOTT MOWRY

"The world, the race, the soul—in space and time the universes
All bound as is befitting each—all surely going somewhere."

—WALT WHITMAN.

There are two outstanding reasons for the presence of nurses in the dental profession. Invariably an office is cleaner, and the detail of sterilization is more correct when entrusted to a dental assistant. Secondly, the dental nurse will perform a task as she has been instructed and trained without attempting to alter to her own ideas or try short cuts which might lessen the efficiency of any specific task.

This does not imply that the daily routine need degenerate into what is known as labor. The difference between labor and work is that the former is not spontaneous, or in other words, it stresses the idea of must and necessity, while the latter glows with the light of volition.

The honest Rousseau has rightly said, "It is too difficult to think nobly when one only thinks to get a living."

Now, the thing about this quotation that makes us pause is the fact that we cannot avoid thinking. Furthermore, the belief in unconscious mental activity is today universally accepted. It follows then that if we are not consciously thinking the brain is going off on a torturous course, thrusting out its antennae of sense to whatever is most convenient. Indeed, the flow of thought is a near approach to perpetual motion.

If, then, we cannot avoid this turmoil, is there a technique whereby we can guide and control this pregnant source of power?

We ought to take thought concerning life, but it is neither Christian teaching nor wisdom to take thought anxiously. Such an attitude suggests doubt and lack of faith. Two great principles, like beacon lights over the dark and stormy sea, show us the harbor of the islands where the blessed are: the one is named purpose, and the other reason.

I once heard liberty defined as "the realization of one's destiny." It is a terrific thought that for every person in this world there is a definite purpose which is quite discoverable. The belief that this is possible, I hold to be one of the great incentives to an active life. It is nothing more nor less than the putting to work, creative work, of the talent or talents with which one may be endowed. Now, if this faith provides the urge, what about the way, the technique of life? May I suggest that reason is the wise arbiter. How prone we are to be self-conscious and sorry for ourselves. Let us on these occasions attempt to put ourselves in the third person. What is the reasonable thing to do under these given conditions? Is this a constructive attitude for Miss X to take toward such and such a problem? How often do we hear people say, "Well, of course, the reasonable thing to do is as follows, etc." Well, why not abide by this thing called reason?

What a different color the day would acquire, how clear the atmosphere, what a mystic mantle of power would surround us if we awoke each morning with a consciousness that we were fulfilling a purpose in life; if we could look out of the windows of the mind with the clear light of reason and believe that the proper living of our life really made a difference in the world! Try it some day. Make a resolution that all day long you will permit nothing to shake your sweet reasonableness; that you will try to see in everyone that which they can be; and that you will consider every task a pleasure.

In the land of which you are a native, potentially, there is no time, but there

is a state or condition. Battle nobly all day long and in the evening meditate on the findings. You will make a discovery. You will find that it is your attitude that determines the nature of things in so far as you are concerned. In fact, you have to some degree created your own destiny!

It is often well, as one plunges along under the impetus of an idea, to get back to the fundamentals. It is well to check our course to see that we are following truly the chart. So we turn to the Oxford dictionary and seek out the word "work." This is what we find as the first sentence, "Work: Expenditure of energy, striving, application of effort to some purpose." Hurrah!—Right on the line. This is what we are after, is it not?—effort to some purpose. Now, what about this other word, this very up-to-date and much abused term "psychology"? Again to our authority, "Psychology: Science of nature, functions and phenomena of human soul or mind." If we look up the root of this term "psychology," we find that it refers to the soul or mind and in combination with analysis (psycho-analysis), to the investigation of the interactions of their conscious and unconscious elements.

Research through the years, indeed, through the ages has been most profitable. Let us note one or two of the essentials to purposeful thinking. The prime characteristic is an unwavering and consistent honesty in your mind. In the words of Shakespeare:

"This above all: to thine own self be true,
And it must follow, as the night the day,
Thou canst not then be false to any man."

Or, note the profound subtlety and depth of those words of the Holy Writ, "As a man thinketh in his heart, so is he." There, truly, is the suggestion that our conscious thinking creates the unconscious and establishes our character. There can be no mental reservations from yourself. In fact, it would appear that the attempt to avoid a thought in the conscious mind becomes the sowing of it in the unconscious, from which in due time it will come to harvest. No, we must deal with our thoughts, face them, arrive at a personal conclusion regarding them, even if it be that for the present the solution is beyond us; thereby we are keeping the thought out of the unknown recesses of our mind where it might do harm. Yes, we are agreed that honesty is the best policy.

In our random wanderings after the psychology of work, we find ourselves in the power-house itself—the mind. This is a very mysterious structure, for all the ages of human endeavor have not exhausted or even discovered its infinite possibilities. One thought stirs us. We are not in a three-dimensional house—one that is compounded of length, breadth and thickness—no we are in the abstract bounded by unknown dimensions.

Having agreed to be honest, we admit that we are conscious. We have been introduced to ourselves. This brings me to the second essential, namely, concentration. Another word or name for this is interior solitude. If we really desire to cultivate the art of thinking, we must learn to concentrate. The question is—Are we living, or are we being lived?

So long as we exist we must do the one or the other, there is no compromise.

If then we are going to live our own lives, and that surely is the decision of everyone within the sound of my voice, what is the first step? As already indicated, I would say that the foundation stone is faith in a purpose for every life.

Next, honesty compels us to realize that we cannot avoid the issues of life. In the words of Seneca, "To live is to do battle." And with whom are we to struggle? Surely, the first enemy is ourselves. To be occupied with self is defeat.

(Continued on Page 9)

Ethics of Dental Nursing

R. LEAH LAMB

"Ethics, the study of right choosing and well doing, and the science of human duty." I like that definition. Most of us think only of conduct when we think of ethics, but it is really more than that as I will try to show you.

The medical student receives as part of his training a very definite code of ethics, the Hippocrates Oath. Then there is business ethics, newspaper ethics, industrial ethics, etc., but the ethics we are concerned with at this time is that which pertains to our own profession of dental nursing.

This idea of ethics is not new. Socrates, Plato, and Aristotle portrayed the Greek ideal of appropriate and fitting conduct. Of course we have come a long way since the days of Socrates, but the fundamental principles have not changed, only the custom or mode of living is different. This changes constantly so professional ethics need to be rewritten from time to time. This rewrite is by the rank and file of our profession, is reinforced, changed, and guided in direction by our employers and by the public opinion of the laity. First we learned ethics by experience alone, then by word of mouth, now we have it written for us and we take it so much for granted that it is given little time or thought, except as it concerns the "other fellow."

The first fundamental right of mankind is the right to LIFE, and it is your duty and mine to save and prolong that life. The direct and premeditated taking of life is murder, so is the administering of anything which may contribute to death. Never, even when ordered by a superior, give or do anything to destroy life.

The second fundamental right is LIBERTY, which only the State can curtail and then only by due process of the law.

The third right is the PURSUIT OF HAPPINESS. Happiness is not pursued by being selfish, thoughtless, or at least it shouldn't be for only the happiness gained from work is lasting.

The fourth and last right is SELF REALIZATION. Everyone has the right of self expression and most often it is found in work. The dental nurse should find her self realization in her work just as she should find her happiness there. She has not chosen her profession wisely if this is not true. The self expression found in excitement, amusement, or indulgence is not lasting. Neither is that gained from interfering in the lives of others.

Now with the four fundamental rights of mankind in mind let us take up the more specific discussion of ethics.

One branch of ethics is general ethics which governs or deals with any and all situations and takes in the duties of all mankind. The other branch is special ethics which applies to certain definite lines of work or professions. But both are so closely allied that it is impossible to study one and omit entirely the other.

Uprightness is a fundamental character trait. We obtain it from education, from sportsmanship, in fact it is in constant process of development from the earliest moment of life. The dental nurse must resist the temptations offered by others.

Honor is a family heritage and is enlarged and refined by our own efforts. It is honor that does not permit us to deviate from definite orders nor appropriate things belonging to others. It is honor that keeps rules and regulations from becoming irksome, the dental nurse knows they are a necessity. She who has a low sense of honor must be watched constantly to see that she follows, for instance, the rules of sterilization. The dental nurse must be honest, not only in truth of

speech but in her acts and manners if she is to hold the confidence of the dentist and the patient. Nothing destroys a patient's confidence in the nurse or in the doctor as quickly as dishonesty of any kind. Even white lies are tabu, for any unnecessary facts can be withheld from a patient without lying. To be successful necessitates the possessing of a high sense of honor.

Responsibility is the quality of being accountable and is either inherited or acquired. Responsibility is the marked difference between skilled and unskilled labor. The skilled person is responsible for her own conduct and for her own work. At times a patient's very life may rest in the hands of the dental nurse and she who desires to be successful should not allow loose or lax methods to crowd out what she has been taught is the right guard against infection. It is her responsibility to see that there is no spread of infectious diseases as a result of her carelessness. If the dental nurse is not willing to accept this responsibility she should by all means choose another field of work and do it quickly for the good of her employer and his practice.

Tolerance "is a virtue demanded from others, but laggard in practicing in one's self." A dental nurse is in intimate contact with many whose ideas differ from hers and she must make adjustments and learn to get another's point of view. Every one has a right to his own opinion, and to force one's own opinion upon another never makes for happiness.

Temperance, in reality is habitual moderation in all things, emotional reactions, pleasure seeking, or food intake.

Loyalty, I am sure you are all familiar with that quality. Allegiance to those to whom fidelity is due. Loyalty to family, to school, to friends, to employer, to teachings, to one's self.

Now let us consider duties to one's self. First there is HEALTH which is a gift all should be thankful for. Regular and frequent bathing, periodic shampoos, care of the teeth and nails should be habitual. Give attention to body odor and bad breath, remember that powders and lotions are not a substitute for cleanliness. Plenty of exercise and sleep is essential. It is a duty to guard against colds and prevent others from being infected. An "under par" woman is an "under par" dental nurse.

EDUCATION does not cease with the closing of one's school career. Make all new knowledge yours, build up your own weak places and pay attention to general culture. You should know intimately the great standard classics of literature and keep abreast of new fiction and poetry to be a fit conversationalist for cultured patients and an inspiration to the ones with little chance. No ignorant woman can become an efficient dental nurse.

CHARACTER, inherited or acquired, is a duty to one's self. Kindness, thoughtfulness, and honesty can all be developed by training and environment. It is only natural that the character of a prospective dental nurse be a matter of investigation and only she accepted who is upright, honorable, responsible, and loyal. "One's character is never a completed project as long as life holds."

PERSONALITY is the total of character traits which make a dental nurse an individual unlike any other. Every woman holds it within her power to be sweet and winning.

IDEAL, we all have an ideal, it is something to be measured up to and is a necessity for any advancement. If your ideal is a better and more efficient dental nurse you will find success.

POISE is the quality of retaining one's balance, or composure, under trying circumstances. Lucky is she who does not have to acquire poise.

HOBBY as a duty to one's self may seem a strange application of ethics, but

a hobby will broaden the mentality of a person, make new friends, relieve the mental strain, and provide conversation.

AMBITION is the desire for advancement and greater reward for services and it is perfectly legitimate, but it should rest upon character, personality and intellectual acquirements and be accompanied by a real desire to be of service. If the dental nurse can cultivate the ability to put first things first she will understand that her first and highest ambition is the performance of a workmanlike job. Renumeration will come and will be proportionate to her effort and ability. There are two kinds of ambition, the kind one I have just described, the unkind one is the one that puts money first and honor last and climbs ruthlessly upward at the expense of others.

SOCIAL LIFE is necessary if the dental nurse is to remain a well balanced individual. The urge for social contact must not be denied.

RELIGIOUS LIFE. Remember that controversial matters of religious beliefs are out of place in contacts with people, not only in the dental office but elsewhere as well. Religious beliefs are strictly personal.

ECONOMIC LIFE. Every dental nurse must consider seriously her own economic independence and save at least a small part of her salary each month. The easiest way is to budget the income and put a definite percentage of each check in the savings account without variation. She must meet promptly all obligations. Any dental nurse will soon see that one always helps their own in times of stress or trouble, and will contribute to charity. Every dental nurse owes a financial obligation to her profession. This she can discharge by paid membership in her local, state, and national societies. Above all she must care for herself at all times and pay her own expenses of living in health and provide for her own care in illness and old age.

CLOTHES. As ethics is conduct and doing, a thought about clothes which influences both can not be out of place. Buy with an eye for becomingness and conformable to prevailing fashion. Avoid extreme styles and colors. Proper clothes do a lot to put an end to self consciousness and aid greatly one's poise and confidence, and are therefore a duty to one's self.

UNIFORMS. The accepted uniform is white and styled to suit the figure of the nurse and to add to the appearance of the office. Accessories can spoil the whole effect, as can elaborate hair styles and brilliant nail polish. Equally out of place are marked methods of make up such as too brightly rouged cheeks or too deeply colored lips. Shoes and stockings add to the entire ensemble if they are neat, well made, well fitted, comfortable and appropriate. Preferably all white. Jewelry, except for the Association pin, is glaringly out of place and the same applies to flowers. A soiled uniform reflects upon the character and personality of a dental nurse and her office. The uniform should never be worn on the street except when on duty such as at noon and is never worn to and from the office.

Now let us consider duties to the patient. First is **HEALTH**, the dental nurse can only give the best to the patient when not constantly aware of any downdrag within herself. Fatigue makes her dull and slow in thought and action and not ready to meet an emergency which may affect her patient's life. Who wants to be cared for by a complaining nurse, the patient is rightly the center of attention.

EDUCATION. The patient is quick to discern the difference between a cultured and refined woman, well skilled in technic and grounded in theory and the one who lacks these things.

CHARACTER. It makes a great difference to any patient if the dental nurse is honest, upright and dependable or the reverse.

THE PROFESSIONAL ATTITUDE. The dental nurse must portray abundant sympathy but no sentimentality. She must allow no familiarity in act or word, to do so soon leads to loss of confidence. Never presume upon making personal friends of patients. Acceptance of gifts from a patient is always frowned upon. The dental nurse works for a wage which should be sufficient remuneration for her services. A gift is classed as a tip given for extra service and to accept is highly unprofessional and places the dental nurse in the ranks of those whose work is on a lower plane.

LOYALTY to the patient and his best interests. The patient shall never be made the subject of gossip or personal comment. Even kindly remarks are unwise. Never gossip about the case as such, for she who tells the smallest part of a secret loses her control of the rest of it. The dentist, the physician, the attorney, and the minister are bound not to divulge personal data gained from a patient. To do so may mean a court action. The dental nurse should govern herself in accordance with the same principle. This obligation is not over when the patient is dismissed but lasts throughout the nurse's life.

ART OF FORGETTING. The dental nurse sees the patient at his worst, but she forgets it. The patient may be cross, irritable, peevish, or even insulting. Episodes which are embarrassing or otherwise difficult must be forgotten at once.

TACT, always to do the graceful thing. The dental nurse who is noisy about her work, slams doors and rattles instruments, or speaks in a loud harsh voice may know what is required of her as far as technic is concerned but she certainly lacks tact.

CHEERFULNESS reassures frightened patients and lends much to the appearance of the nurse and the office.

ECONOMY, remember it is the patient who pays the bill and waste of materials which will increase his obligation should never be permitted.

PROTECTION. It is the dental nurse's duty to protect all patients from infection and contagious diseases, even colds and sore throats. It is better to wear a mask, or have some one relieve you until your cold or sore throat is gone than it is to rudely subject the patient to it.

Let us now consider the dental nurse's duties to the community at large.

HEALTH, PREPARATION, CHARACTER. The community makes up the dental practice so the dental nurse owes much to the community. It knows the dental nurse can not do justice to her vocation unless her own health is good, it knows she can not care for the patients if she is deficient in training and education.

Next is the duty to her own office. **ECONOMY,** it is the duty of the dental nurse to avoid careless extravagance in the use of supplies or the contamination of sterile dressings. Not only is it her duty to avoid loss of materials and money but also loss of time. She must be careful of her own time. Be punctual, systematic. She may have a specified number of hours on duty, but if it takes her twice as long as it should to accomplish a piece of work she will not do her allotted tasks without slighting something else. This will mean extra work for some one.

She also owes a duty to other offices. It is her duty to be understanding and cooperative and never belittle or gossip about another office or its patients.

Duty to the dentist, her employer. The dental nurse must build up the trust and confidence of the patients and she must never criticize by word or act any decision of her employer. She never recommends one dentist over another. Because she is or has been a dental nurse her every opinion will be looked upon

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Standards of A Dental Assistant

By ANN SAUNDERS

Winning Paper, read before Ohio State D.A.A. Annual Meeting, November 8, 1943

Somewhere, sometime, I read that public speakers are made, not born, and just now that thought is highly encouraging and easily of the most warming assurance to me. Ask any Dental Assistant how it felt to get up and make her first public speech and the answer invariably will be—"Whew, was I jittery!"

It is true, of course, that never do we suffer from a lack of words in talking about something that is close to our hearts, that is woven about our lives. That is why Standards of a Dental Assistant is a topic of such absorbing interest to you—and to me. It is a part of our life experience, our professional life as we should live it, and what should actually become our design for living.

Now we may think that Standards of a Dental Assistant deal only with surface matters; may conceive of them as consisting of certain fundamentals as Punctuality, Cleanliness, Courtesy, and Efficiency. These are desirable qualities and at first it seems but fair to surmise that it is chiefly this appeal of the external appearance that matters, for materialism plays a prominent part in this day. This tendency of the human mind is best illustrated by a recent advertisement carried by a mid-western newspaper which read: "Widower, owner of Ford, wants correspondence with Widow having two tires. Object—Matrimony. Send picture—of Tires."

While we are convinced that certain fundamental principles are the foundation stones of our building, yet these foundations are not strong enough. Abraham Lincoln once said, "If we could first know where we are and whither we are tending, we could better judge what to do and how to do it." His words can apply to us today. We do know where we are, and we also know that for the sure foundation of our permanent building we must have something bigger; something more grand; something more noble. This may have been a question mark until now. It must become an exclamation point. And why? Because with increasing years, with higher scholarship, with accumulation of experience, we have become a vocation which imposes upon us the obligation of elevating these basic standards, of changing them into ideals and of transforming these ideals into a moral and ethical code. The demands of this code are high, the mental discipline drastic, but the reward leads upward and onward towards the goal that has been chartered by Juliette Southard. She, in her quest for the ideal, had the faculty to visualize the true foundation and has left us a blueprint which can be summed up into two words—Service and Loyalty.

How manifest it is then that this is the true standard for us to follow. We first begin to put it in practice in our relationship with our employer. By no means do we fail to acknowledge that he is entitled to our loyalty; that according to the best human standards, his professional interests are ours, his works welfare our own. For us it is to safeguard these, to utilize our talents towards their betterment, and in no way bring reflection upon the prestige of his professional name. The very nature of our work is a constant challenge to us to prove this.

I remember reading a whimsy little tale about a dragon in which the author reverses the tradition of the fairy-tale. You see, this dragon was not the conventional dragon. True, his appearance brought terror to the beholder, but it puzzled the little dragon that he should not be liked because in spite of his leathery wings and forked tongue, his big claws and fiery nostrils, he did not feel dragonish, and as he flew about breathing fire and smoke, he was always careful that no harm

befall any living creature, so naturally it made him very unhappy that no one would willingly come near him.

Now, our Doctor is somewhat in the same situation. Folks just don't like going to the dentist, and especially in the younger mind the picture assumes terrorizing proportions. To them the Doctor is the dragon. We can dispel this picture. We can make them leave the office saying, "Used to be afraid but wasn't any more," for it is undisputably true that few things can replace the warmth of a sympathetic heart and understanding ear.

Coupled with this is our earnest desire to serve mankind. In such moments of spiritual altitude we feel the utmost satisfaction because we have done something for others; something to help another human without giving thought to one's own self-interest. This state of mind some call Ethics.

For centuries the greatest philosophers and prophets, poets and seekers of every sort, have searched for a way of life. But no one has shown the way more clearly than the man of Nazareth—Jesus. He brought the world light. And now when the lights are rapidly going out all over the world—a world engaged in a global conflict, a conflict affecting every human creature, we at long last understand that He brought us the perfect pattern for living—The Golden Rule.

Let us make this the standard of our profession towards our employer, towards mankind; the standard which will prepare human consciousness for the Kingdom of God, that assures mankind health, happiness, justice, and everlasting peace.

Thus the poet's words will come true—God's in his heaven, all's right with the World.

2020 Mahoning Rd. N.E.,
Canton, Ohio.

PSYCHOLOGY OF WORK

(Continued from Page 3)

We are designed for work, for victory. We must not spend our time in polishing the machinery, but in seeing that it produce results.

Now we come to the key of this little dissertation. If we are to apply psychology to this work of living our lives, we will be most careful, nay more, we will make purposeful selection of the thoughts we permit to travel across the plastic tables of our mind.

"Finally, brethren, whatsoever things are true, whatsoever things are honest, whatsoever things are just, whatsoever things are pure, whatsoever things are lovely, whatsoever things are of good report; if there be any virtue, and if there be any praise, think on these things."

If wrong thoughts have a harvest when planted in the unconscious, so too have constructive thoughts. You see, power is an impersonal thing, and you remember I called the mind a power-house. We are the arbiters of our fate. Whatsoever we allow in our minds is assimilated and becomes stronger.

Perseverance and courage are required to travel this road. The thousands of urges and instincts of our heredity beset us within, and the unguided forces of our environment are about us on every side. But let us faint not, nor be weary. With faith and will the dark clouds of all our individual lives will fade into the clear blue sky of reason and purpose. Then, indeed, we will discover what power is. We will know an extra sense. We shall increasingly possess what is known as intuition, and more and more become conscious of the soul.

I can do no better than to leave with you those immortal lines of Browning:

"One who never turned his back, but marched breast forward,

Never doubted clouds would break,

Never dreamed, though right were worsted, wrong would triumph.

Held, we fall to rise, are baffled to fight better,

Sleep to wake."

Dr. D. Prescott Mowry,
1411 Stanley Street,
Montreal, Quebec.

President's Page

DEAR FELLOW DENTAL ASSISTANTS:

Little did I realize when writing the President's page for the pre-convention issue of the Journal that I would again be in this position. It is an honor to serve as President another year and I want to thank you for this privilege.

The Cincinnati meeting was a great success. We owe the dental assistants of Ohio who worked so hard preparing for our meeting under the able guidance of Helene Meyers a great vote of thanks. Every detail was carried out to perfection. Emma Luke planned and executed a fine educational and inspirational program; Eleanora Schumann's exhibits were wonderful and our clinicians did a splendid job under her chairmanship. You have doubtless heard by now about the banquet and the hilarious time we had. Mildred Rinn and Elizabeth Drennan let their humor reign supreme in planning this occasion. Above all we had a sincere House of Delegates, filled with high purpose. The societies are to be congratulated upon their selection of delegates at such an important time in our history. Intelligent discussions were the highlight of our business sessions.

Enough in retrospect. We are planning a new year now. Fortunately it was possible to appoint special committees at the last House of Delegates meeting. The personnel is listed below for your information. Please cooperate with your District chairman and let's make this a banner year!

WAR SERVICE COMMITTEE: To stimulate wartime service activities in the various societies.

KATHERINE SNYDER, *Chairman*

1149 16th Street N. W., Washington, D. C.

1st District—Mae Lavery, 750 Main Street, Hartford, Connecticut.

2nd District—Mildred Tabor, 26 Hickory Street, Bloomfield, New Jersey.

3rd District—Florence Siefert, 5 Lehn's Court, Easton, Pennsylvania.

4th District—Nancy Bell, 412 Standard Life Bldg., Jackson, Mississippi.

5th District—Evelyn Robinson, 309 Andrews Bldg., Spartanburg, So. Carolina.

6th District—Eleanor Lynch, 77911 S. Loomis St., Chicago, Illinois.

7th District—Grace Love, 740 Medical Arts Bldg., Omaha, Nebraska.

8th District—Helen Tisdal, 316 W. Commerce, Oklahoma City, Oklahoma.

9th District—Becky Johnson, 500 American Bank Bldg., Seattle Washington.

10th District—Kay Short, 3413 W. Michigan Street, Indianapolis, Indiana.

MEMBERSHIP COMMITTEE: To encourage obtaining new members and retaining the old.

MARYALICE CARNEY, *Chairman*

Monon, Indiana

1st District—Edna Jeffry, 6 Scott Street, East Hartford, Connecticut.

2nd District—Grace Graves, 534 Broadway, Paterson, New Jersey.

3rd District—Nancy Chalus, Chatham Court, 49th and Locust Sts., Phila., Pa.

4th District—Mary Fisher, 133 Alhambra Circle, Coral Gables, Florida.

5th District—Ola Lundy, 708 Exchange Bldg., Memphis, Tennessee.

6th District—Marie Johnson, 236½ Wisconsin Avenue, Portage, Wisconsin.

7th District—Edna Johnson, 311 A Reed Street, Red Oak, Iowa.

8th District—Iva Barkker, 214 W. 6th Street, Newton, Kansas.

9th District—Virginia Newell, 2423 Blake Street, Berkeley, California.

10th District—Mary Jane Nieman, 453 Doctors Building, Cincinnati, Ohio.

PIN COMMITTEE: The goal of this committee is to place an A.D.A.A. Pin on the uniform of every member.

DOROTHY BROOKS, *Chairman*

606 Medical Arts Building, Dallas, Texas

1st District—Elizabeth Bates, 1219 River Street, Hyde Park, Mass.

2nd District—Patricia Sandore, 319 Med Avenue, Elmira, New York.

3rd District—Pauline Jarrett, 226 N. Irving Street, Allentown, Pa.

4th District—Malvina Curia, 629 Royal Street, New Orleans, Louisiana.

5th District—Louise Schumate, 1½ Main Street, Sumter, So. Carolina.

6th District—Perna Hill, 856 Citizens Bldg., Decatur, Illinois.

7th District—Helen Carlson, 4287 S. Sheridan Street, Minneapolis, Minn.

8th District—Creola-Charles Baker, 212 E. Third Street, Pratt, Kansas.

9th District—Helen Peterson, 6201½ Van Nuys California.

10th District—Iva Dobbie, 348 Moss Avenue, Highland Park, Michigan.

Omaha, Nebraska, will be the scene of our 1944 meeting. Mary Haney, has accepted the Convention Arrangements Committee chairmanship. Lucile Black will serve as Program Chairman and Mildred Rinn as her co-chairman. With so much settled at such an early date we should have little difficulty planning a super-meeting. Our meeting will be in October as will the A.D.A. meeting. It is up to the societies now to save for delegate and trustee expenses so that we may have an adequate representation for discussion of the major problems that will be presented in 1944 as a result of the conclusions drawn at the Cincinnati meeting. It isn't a bit too early to be thinking about a clinician or planning your exhibit material either.

In the interest of efficiency let's try to do better about answering correspondence promptly this year. Speaking personally I must admit that before my marriage when my office duties were my sole responsibility I had absolutely no patience with people who procrastinated about answering mail. Now that I have a home and a husband to care for in addition to my work it is far less simple to sit at the typewriter for hours taking care of A.D.A.A. business and I understand how hard it is for other dental assistants who are in a similar position. Nevertheless it is simple when you are active in association life to set aside certain periods in the week for this work and it never gets too far behind this way. Please fellow D.As. try to take care of your mail within a short time of its arrival. It will help your officers so very much.

My best wishes to you all for a Happy New Year. May it bring us a 1944 Christmas when we can live the words: "Peace on Earth, Goodwill to Men."

Sincerely yours,

Dorothy Burks.
President.

"Good Habits are not made on Birthdays,
Nor Christian Character at the New Year.
The workshop of character is every-day life.
The uneventful and commonplace hour
Is where the battle is won or lost."

Maltbie D. Babcock.

If you run out of sanitary waste receivers one can be made by putting a square piece of rubber dam, with a small slit in the center, over the top of a paper cup and fastening it in place with a rubber band; when filled, it can be thrown away.

FOR JANUARY-FEBRUARY, 1944

THE DENTAL ASSISTANT

VOL. 13

JANUARY-FEBRUARY 1944

No. 1-2

A JOURNAL FOR DENTAL ASSISTANTS DEVOTED TO THEIR INTERESTS AND EDUCATION

Bi-Monthly publication of the A.D.A.A. Journal for Dental Assistants Devoted to their Education and Interests and to the Efficient Conduct of Dental Offices. Publication of all statements, opinions, or data, is not to be considered as an endorsement of same by journal or its publishers.

EDITORIAL DEPARTMENT

These Destined Moons

For the New Year

Of the unfolding year what can we know
Past peradventure? Some few certain things—
Young May will still be sweet with bloom and wings,
August her sumptuous fruits will not forego
Nor gypsy Autumn her barbaric show
Of gold and scarlet. Every twelvemonth brings
This splendid sequence. Then the signal rings
For the white curtain of the punctual snow.

But while these destined moons shall fill and wane
What of life's march? Shall we find joy, success,
New friends, new hopes, before leaves fade and fall?
Or trial, loss, perplexity, and pain?
Who knows? We can but strive for steadfastness,
Unfailing love, and courage most of all.

—By Julia Boynton Green.

*Send Your Blood!**

The war goes on, and must go on 'til victory comes. As we send our service men out to do battle with them go our love, our thoughts, our prayers; then come the long days, weeks, months—years of anxious waiting.

Those who are forced to stand and wait go about duties back here at home, keeping the home fires burning; keeping up the flow of production of materials of war; knitting, sewing, giving to the American Red Cross; preparing those millions of surgical dressings needed by Army Doctors and Nurses—sending their blood. Yes! if you can't go to war, SEND YOUR BLOOD; it is needed; only the precious plasma can save the lives of many men who are dying.

Go to the nearest American Red Cross Blood Donor Station. You will not be permitted to give the blood until you have passed a physical examination proving that you will not be harmed through the gift. Any normally healthy person can safely give a pint of blood as often as the Red Cross will permit. Let's not stop with one, two or three pints; let's keep it flowing until our men come back again. Some of them will not return unless we send this life giving fluid, now!

Frances McClain

As you receive each issue of your Journal do you ever give thought to what goes on behind the scenes—the tasks of setting type, printing, proofreading, binding, getting the magazine into the mails?

The Journal was in its beginning the official magazine of the Education and Efficiency Society of New York City, and working with Juliette Southard as printer, and in his own words, "man of all work" was Franklin J. McClain.

When in April of 1942, Mr. McClain felt it to be his duty to enter the service of our country in the U. S. Merchant Marine, his place on the Journal was taken over by his wife, Frances. Her interest, willingness and spirit of co-operation endeared her to the Editor of your Journal, whose pleasure it was to work with her.

On October 26th, 1943, Frances McClain passed away, following an emergency operation for appendicitis. The Editor of the Journal feels a deep sense of grief at the loss of this co-worker.

The members of the Journal Staff, and of the American Dental Assistants Association extend to Mr. McClain and Gloria, their ten year old daughter, and other members of the family, sincere sympathy in this bereavement.

ETHICS OF DENTAL NURSING

(Continued from Page 7)

by the laity as words of authority. People are prone to ask what to do for some dental need, but the dental nurse should never prescribe or advise, she must let the doctor do that. She owes it to her employer to be truthful even to disclosing an error in carrying out directions. Her obedience must be absolute and unvarying, but intelligent, she must be on the alert and able to discern abnormal conditions. "Yes Dr. Blank" and "No, Dr. Blank" denote professional courtesy and are ear marks of careful training.

To other dental nurses. She never belittles or gossips about other dental nurses, but is helpful to the younger ones. Never tells an employer unkind remarks about his nurse.

Last but not least is the dental nurse's duty to her country. She owes it to her country and community to register her preference in the selection of government officers by voting, and to vote intelligently she must study the candidates and the political machine, yet she must avoid any publicity or public statement of her choice.

710 General Insurance Building
East 45th and Brooklyn Avenue
Seattle 5, Washington

REFERENCES

1. Ethics of Nursing by Arrah B. Evarts, M.D.
2. The Efficient Dental Assistant by Ethel Covington, D.H.
3. Manual for Dental Assistants by Albert Edward Webster, M.D.

Around The Clock With The Dental Assistant

By FREDDIE WARSHAM

In these casual observations compiled by me, you may not find the perfect order in which your office is conducted, and this paper is likely to reveal more about the assistant than the perfect routine of a dental office.

After many years experience, I go about my duties without much concentration as to the set routine, but this will give you some idea of what a dental assistant does as the hands of the clock go around.

When I open the door of the office in the morning, my first greeting is the peculiar odor that the patients remark about, but we do not notice because we are saturated with it, so the windows are opened to let in a little fresh air.

I usually check the appointment book as I go by the desk to make sure that all appointments are arranged so I think they will work out to the best advantage. Start the sterilizer, not forgetting to put in a little white vaseline as a labor saving element in cleaning the sterilizer and polishing the instruments; plug it in and turn it on high, or it will not be boiling in time for the first patient.

At an opportune moment I don my white uniform, remembering that a clean, attractive uniform is an asset to any dental office.

There are numerous little things to be done before the first appointment—like tidying the office, changing linens, refilling bottles, cleaning burs, etc.

Of course, if the doctor and a patient are already at the office when I arrive, the whole procedure is changed. I do what I can when I can. Personally, I am in no mood for haste early in the morning, so I try to get there a few minutes before the doctor and gradually work into the pace.

By this time patients begin to arrive, with or without appointments. When someone enters the reception room I try to greet them at the earliest possible moment. My own reactions are very unfavorable when I enter an office and have to wait for a word of greeting. I may be sensitive about this greeting, but I believe most of you share the same feeling.

After the first appointment the morning goes on much the same. My doctor and I can work for an hour without speaking; we have worked out a code of motions and nods that we understand perfectly. I am told that the efficient dental assistant does not talk to the patients while the doctor is working, but you may let the patient talk to you while the doctor is out of the room.

When noon comes and I go out to lunch, I am still a dental assistant. I meet patients on the street, and teeth are an interesting subject to them, so they tell me their ailments and try to make an appointment which for some reason I can't remember until I get back to the office. I recognize others, but they try not to see me, because I remind them of an old account they owe my doctor.

The afternoon progresses much the same as the morning. Seating patients, assisting at the chair, receiving payments, making appointments, removing all traces of the former patient before the next one is seated.

Meanwhile there are a number of duties of an assistant that have no allotted time. In between patients or while the doctor does not need me at the chair, I develop x-rays and do all the innumerable things that comes under the heading of bookkeeping. Also all secretarial work must be attended to at the proper time; this includes the doctor's correspondence and periodical appointment cards for prophylaxis and examination cards.

All the stock must be checked so as not to run out of supplies because if one thing is out, that is the very thing we need.

All these little duties are punctuated by the telephone and door bell constantly ringing at exactly the wrong time.

Before leaving the office in the evening, I check the appointment book and remind all patients of their appointments because no matter how badly the tooth aches or how ugly they look with a broken front tooth they will forget their appointment if not reminded.

108 E. Central,
Orlando, Florida.

The Dental Nurse

By DAVID PARKER REESE

Though humble, scarcely even heard or seen,
A Dentist's Nurse is there to wean
From those who crave a dentist's care
The pangs and thoughts of grind and tear.
A patient comes, with gentle tread,
Afraid, alone, with tears to shed,
Cold thoughts of pain, and filled with fear,
Reluctant, timid, downcast, drear.

The nurse, in simple garments clean,
With radiant face, and smile agleam,
Will meet the patient with a grin,
And, by her cheer, brings nerve and vim
To one who needs this cheery aid
From one who knows, the Dentist's ma'd.

You take the chair with confidence,
The nurse is there, quite calm, but tense,
To help in every way, and calm all fears
Of pain, with soothing balm.
The doctor does his work with care
And skillful hands, experience rare,
No matter what the patients need,
He works with knowledge tools and speed.

The job is finished. Patient's fine,
All fear gone, and face ashine,
He thanks the doctor for his care
But thanks to nurse are few and rare,
But this is nothing much to mourn
One cannot live by thanks alone;
I'm here to help, and spread Goodwill,
Just let the doctor grind and fill.

Written by the poet, David Parker Reese, for Mrs. Ann Saunders of Canton, Ohio. Copies of this poem may be procured by writing to Mrs. Saunders, 2020 Mahoning Road, N. E., Canton, Ohio.

FOR JANUARY-FEBRUARY, 1944



Secretary's Corner

By AILEEN M. FERGUSON, General Secretary,
709 Centre Street, Jamaica Plain 30, Mass.



HONOR ROLL

SOUTHERN CALIFORNIA D. A. A.
NORTHERN CALIFORNIA D. A. A.
KANSAS STATE D. A. A.
DISTRICT OF COLUMBIA D. A. S.
GEORGIA D. A. A.
MASSACHUSETTS D. A. A.
OHIO STATE D. A. A.
TENNESSEE STATE D. A. A.
TEXAS STATE D. A. A.

ADAA DUES; payable January 1. The names of all members who are delinquent on April 1 will be removed from the membership roll and from the subscribers' list for the Journal. Secretaries, please send in dues as soon as you receive them from the local societies, don't wait until you have a long list, your new members will miss an issue of The Dental Assistant if you delay.

NEW MEMBERS: All new members must have a high school education or its equivalent (16 units of preparatory education).

ADAA EMBLEM PINS: Must be ordered through the General Secretary's office.

BY-LAWS

The By-Laws adopted at the Cincinnati Meeting of the ADAA, October 11-14, 1943 were adopted as amended by the 1943 House of Delegates, with the following changes (refer to the mimeographed copy sent to your society in 1942):

Page 15, **ARTICLE III, MEMBERSHIP**, Section 1: add (b) "The minimum requirements for all types of membership shall be: graduation from high school or its equivalent. This shall not be retroactive."

Page 16, **ARTICLE III, MEMBERSHIP**, Section 7, paragraph 1, amend to read: "State dental assistants societies may be formed for the purpose of cooperating with and furthering the objects of the Association. A state society may be organized in a state where no local society exists."

Page 18, **ARTICLE VI, DUTIES OF OFFICERS**, Section 4, paragraph 2, amend to read: "She shall disburse funds only upon original bills and vouchers signed by the General Secretary and President."

Page 19, **ARTICLE VII, HOUSE OF DELEGATES**, Section 1, change to read: "There shall be a business body known as the House of Delegates of the American Dental Assistants Association. It shall consist of the duly accredited delegates, or their duly accredited alternates from the state, and local societies where no state society exists, and the members of the Board of Trustees."

Page 19, **ARTICLE VII, HOUSE OF DELEGATES**, Section 3, amend to read: "The House of Delegates shall authorize the grouping of state and local societies where no state society exists as equally as possible. The House of Delegates may at any session authorize the revision of such districts whenever changes in membership may indicate the desirability of so doing."

Page 19, **HOUSE OF DELEGATES**, Section 2, paragraph 2, add at end of first sentence: "and local societies where no state society exists."

Notation: The ADAA Districts remain as they were under the Constitutional and Administrative By-Laws.

Page 22, **ARTICLE X, COMMITTEES**, Section 2, strike out "Chairman" from the last sentence so that it will read: "Standing Committees shall expend money or contract financial obligations only as authorized by the Budget and the Board of Trustees."

Page 23, **ARTICLE X, COMMITTEES**, Section 7, amend so that the last sentence will read: "The Chairman shall designate to which account the expense is chargeable."

Page 26, **ARTICLE XIII, LOCAL COMMITTEE FINANCIAL REPORT**, amend to read: "Any unexpended balance of the registration fees remaining in the hands of the Local Committee on Arrangements after the annual meeting shall be turned over to the American Dental Assistants Association." (This refers to annual meetings of the ADAA.)

Other Recommendations from the House of Delegates:

THAT the ADAA Journal Staff be empowered to order extra copies of the January-February issue of The Dental Assistant for use by the Public Relations Committee.

THAT the expenses of the Trustee shall be borne by the societies in her district. The expenses shall include train fare to and from convention and hotel expenses for room during the convention. (Article VIII, Section 7, new By-Laws.)

THAT the Budget Schedule for the ADAA General Fund for 1943-44 be adopted, based on a membership of 2,000 members at \$1.25 per capita. (The Journal Fund is to operate on the balance of the membership fee.)

CHANGES OF OFFICERS

FLORIDA STATE D. A. A. — President, Mary Fischer, 138 Alhambra Circle, Coral Gables; Secretary, C. Virginia Smith, 401 Huntington Bldg., Miami.

OHIO STATE D. A. A.—President, Eva Mae Day, 504 City Savings Bldg., Alliance; Secretary, Ellen Nizen, 3804 W. 25th St., Cleveland 9.

NORTHWESTERN OHIO D. A. A. (Ohio)—President, Anna Carey, 601 National Bank Bldg., Lima; Secretary, Blanche Langan, 1405 Cook Tower, Lima.

SALT LAKE CITY D. A. S. (Utah)—President, Stella Hughes, 510 Utah Oil Bldg., Salt Lake City; Secretary, Helen McMurray, 401 Judge Bldg., Salt Lake City.

WEST VIRGINIA STATE D. A. A.—President, Glenna Beaver, 311 Atlas Bldg., Charleston; Secretary, Ora Mae Campbell, 304 Bank of Commerce Bldg., Charleston.

As chairman of the Clinics and Exhibits Committee of the American Dental Assistants Association, I wish to extend my sincere thank you to the clinicians presenting their clinic at our house-of-delegates meeting in Cincinnati, Ohio.

I hasten the many fine comments to you on your clinic presentations, because you made our clinic program a successful one.

Many of our State Dental Assistants Associations wished also to be with us to present a clinic, but found it impossible to do so.

We hope that next year, our hopes will again materialize, and we . . . can again . . . have our clinic program at our National House-of-Delegates meeting at Omaha, Nebraska.

My congratulations to the winning clinicians.

Posters:

I wish to thank the State Dental Assistants Associations submitting posters for our American Dental Assistants Association exhibit. My congratulations to the winners.

*Eleanora Schumann
Chairman, ADAA Clinics
and Exhibits Committee.*

Today's best should be tomorrow's starting point.

Take time to be friendly. It is the road to happiness.

FOR JANUARY-FEBRUARY, 1944

HOLD THAT MEMBERSHIP

For the coming year in our ADAA may we "HOLD THAT MEMBERSHIP." We are aware of a loss of members in the past year due to changing of positions, Dan Cupid, etc., but if each individual member applies herself with the ADAA membership in mind we can surely retain our present number of members for this ensuing year.

The Membership Committee will stage the annual drive for new members as in the past. Additional information will be distributed in the near future, so until then, HOLD THAT MEMBERSHIP.

*Maryllice Carney,
Monon, Indiana,
Membership Chairman of ADAA.*

IT IS NOT ALWAYS EASY

To apologize,
To begin over,
To admit error,
To take advice,
To be unselfish,
To keep on trying,
To be considerate,
To think and then act,
To profit by mistakes,
To forgive and forget,
To shoulder a deserved blame.

BUT IT ALWAYS PAYS.

—Federal Record.

I have often regretted my speech;
my silence, never.—*Seneca.*

It is just when things seem at their worst that you mustn't quit.

The man who starts out to borrow trouble finds out that his credit is always good.

One of the greatest lessons of life is to learn not to do what one likes, but to like what one does.—*Black.*

Nothing gives one person so much advantage over another as to remain cool and unruffled under all circumstances.—*Thomas Jefferson.*

TALKING IT OVER



(This department is under the supervision of EDNA M. JUSTICE,
631 Jenkins Bldg., Pittsburgh, Pa.)

Wouldn't you like to know about some of the interesting things that are being done in State and Local Societies from Maine to Southern California and from the State of Washington to Florida? And wouldn't you like to share the interesting and worthwhile things that your society is doing with other groups? Beginning with this issue the Talking It Over Department will be devoted to discussions of Association Activities?

Publicity Chairmen of State and Local Societies are requested to send news of their societies to their respective Trustees, who will report to Miss Edna M. Justice, 631 Jenkins Building, Pittsburgh, Pennsylvania. News of social functions is barred, also, news of individuals, unless that individual is doing an outstanding bit of work for the ADAA.

The Editor requests the Trustees to send news from the districts to Miss Jenkins. We want to know what you are doing to forward the Education of Dental Assistants. Are any new State or Local Societies being organized in your Districts? What interesting features are on your programs? What are you doing to push the Membership Drive? And don't forget about news of the JAS Birthday Parties.

If you've got something good, live up to that good neighbor policy—share it by TALKING IT OVER.

CHICAGO DENTAL ASSISTANTS MEETING

"The Mid-Winter Meeting of the Chicago Dental Assistants Association will be held February 21st to 23rd inclusive. Headquarters, "The Palmer House," Monroe and State Sts. All members are cordially invited to attend. A most cordial invitation is extended to the American Dental Assistants. Some very interesting papers and clinics have been arranged, so don't fail to come to the 1944 meeting.

Sincerely yours,

Ruth G. Bates,
Program-Chairman.

Report of the Third District Trustee

Writing this report on the train while traveling to Cincinnati, I gaze with awe at the colorful autumn scenery, thinking how peaceful it looks. If only the world could be so at peace, how wonderful our lives could be. However, this is wishful thinking and in times like these we must go on with the work at hand, keeping the thoughts of better times in the back of our minds, towards the future. Today we will do each job as it comes, fulfill our obligations to our

offices, our dental assistant associations and help all we can in the war effort. Our services to USO, Air Raid Wardens, Red Cross, Nurses' Aides, Home Nursing and First Aid are all vitally important, but these are not enough. We must help financially our country and our boys who must have implements if they are to carry on the war. We as assistants could not carry on our profession without instruments and supplies. Be sure that you do your part.

We at home, the assistants as well as others, must do our duties well. There are few dentists and the work in each office has been increased many times, but I am glad to see by the reports submitted to me by the societies in the third district that the girls are endeavoring to and succeeding in carrying out interesting and worthwhile meetings.

For instance the Lehigh Valley assistants, besides their regular meetings with the subjects of dentistry foremost, have had speakers concerning the work of the visiting nurses, the county children's aid society and a travelogue of the Hawaiian Islands. They are also buying war stamps and saving scrap.

The District of Columbia assistants have had study club courses with teachers from their local universities. Special notice to the effect that they presented a cash contribution as well as their services to the Stage Door Canteen. They are also blood bank donors, and scrap savers.

The Philadelphia assistants report the use of clinics given by their individual members, plus many educational and interesting speakers. They too are doing their share of war work, including the distribution of cigarettes, writing paper, etc., to the Naval Hospital and a voluntary contribution to said hospital, instead of an annual dinner.

The Pittsburgh assistants have had varied meetings including speakers on orthodontia and oral surgery, movies, reading and the explanation of the constitution and by-laws. The buying and chancing of war bonds and stamps as door prizes. The initiation of new members at the May meeting has been made an annual affair.

It has been a great pleasure to serve as third district trustee. I do appreciate the cooperation I have received from all the girls and hope that my successor is as fortunate as I have been.

Respectfully submitted,

EVELYN B. BRETT,
Third District Trustee.

GREETINGS TO ALL STATE AND LOCAL SOCIETIES:

Aren't you glad you are no longer Components and Constituents? Now we can all remember which is which. The ADAA has something to give you. Any strings attached? Certainly, did you ever get something for nothing. What we want to give you is a PLAN. The string is that you must furnish the manpower to carry out the plan.

We want to send you Posters, Information booklets, and a special edition of the Dental Assistant Journal. These are to form the basis for an exhibit at your state meeting. You may add copies of your state bulletin, programs and other interesting material. This exhibit should be placed in the Doctors Clinic Hall, if possible. If they cannot spare the space, then get as close to it as you can. The object of the exhibit is to show the doctor what the ADAA has to offer his assistant and to give him the opportunity to fill out a membership application blank for her, if she is not attending the convention.

The success of the venture will depend upon the ones chosen to man the exhibit. You realize how important it is to have alert, well informed assistants who can answer the many questions they will be asked. These assistants will be

dressed in their best smiles, wearing the regulation uniform and the ADAA pin. They will, of course, be full of enthusiasm.

A bulletin giving details for carrying out the plan will be sent to state officers soon. The first step is to notify the chairman of the ADAA Public Relations Committee if you can use the exhibit at your state meeting. Give the date of the meeting and the name of the hotel where it will be held. Have your clinic and exhibit chairman contact the exhibit chairman of the State Dental Society to see if space is available. Arrange to give your clinics with the doctors if you can possibly do so. There is no better way to bring our organization to their attention.

The committee is anxious to bring about a better understanding of the aims and accomplishments of our organization. We want every doctor to know that his assistant is missing something if she is not a member of the American Dental Assistants Association and to realize that she will be a more valuable assistant when she becomes a member.

Public Relations Committee, ADAA

*Aileen Ferguson,
Sadie Leach,
Clara Smith,
Lillian Russett,
Steve Ann Mills, Chairman,
4211 Cedar Springs Ave.,
Dallas 4, Texas.*

A generous gift from Dr. Roy Y. Shaw, of Atlanta, Georgia, an Honorary Member of the ADAA, is to be used for the Revising and Printing of a new Information Booklet and other work to be carried on by the Public Relations Committee, of the ADAA.

V... — Mail Letter

To:

Miss Aileen Ferguson
American Dental Assistants Assn.
709 Centre St.,
Jamaica Plain, Mass.

From:

Pvt. Lee Taras A 2010—/6 *
161st WAC Hy. Co. APO 750
c/o Postmaster, N. Y., N. Y.
Sept. 15, 1943.

Somewhere in North Africa

Dear Aileen:

You can guess by my location that I shall not be able to accept your generous and kindly invitations for a long time. I sincerely regret this is so for I would have loved to have met with you.

What's news on the home front in regard to the ADAA? I'm anxious to hear what is going on. Enroute I had the pleasure to assist a dental cap't with emergencies. It was welcome work, tho elementary—just a matter of trying to keep the few instruments on hand sterilized for the rush of patients. I suspected I would continue this work upon arrival but have been surprised with a clerical assignment. Guess I'll get used to it someday. One never knows the next move this Army will undertake with us WACS.

We are near the grandest beach and when the opportunity arises you see the WACS en masse taking advantage of it. The scenery is an artist's delight though the Arabs make you realize that beauty isn't the only thing that exists here. The experience I know, will be food for talk for many weeks when we finally get back.

Everything is fine with me—except for the fact there is little mail and I'm anxious to hear from everyone.

Please write when you get the opportunity. I'd love to hear from you. Tell me what's going on with conventions and meetings. With kind regards, I'll close—
Sincerely,

Lee.

* Pvt. Taras, now with the WACS "somewhere in North Africa" is a member of the ADAA, and a former New York City Dental Assistant.

Credit "Case History"

When a new patient calls at the office to arrange for diagnosis and treatments, the Doctor first has a talk with the patient and makes a record of all information concerning previous treatments and many other things concerning the individual which could have a bearing on his present condition and the resulting diagnosis. This, as we all know, is a "case history."

When a new patient requests to open a credit account, the first thing that should be done is to secure the applicant's CREDIT CASE HISTORY, which should at least include the full name, present and past address, family status, occupation, business and trade and bank references.

The Doctor could, of course, proceed without the case history, but he would be severely handicapped and lose much time in arriving at the correct diagnosis. Likewise the Secretary may take what information is readily available and open an account without a regular credit investigation. However, she would be handicapped in handling the application properly so as to insure the Doctor against future loss.

The above illustration is not overdrawn, and shows the necessity for "case history" in credits. In other words, procure a Credit report when the new customer applies for charge privileges, just as the Doctor procures a Dental case history of new patients before attempting a thorough diagnosis of the patient's condition. This "credit case history" is needed in order to protect the Doctor's accounts and to know in advance the cases that will later prove to be "charity."

Telephone Acrostic Assistance

With the world keyed to the high pitch, we all know the following courtesies are important on the telephone today:

T—alk into the phone
E—nunciate your words
L—et your voice smile
E—ach patient an individual
P—ersonality
H—igh pitched voice unpopular
O—bjective: purely business
N—o sarcasm
E—fficient conservation of time.

From a clinic presented at the Ohio State Dental Assistants Annual Meeting, Cleveland, Ohio, Nov. 8th, 1943.

Frances Fink,
Clinician.

Routine For Chair Assistance

1. Seat the patient.
2. Prepare the tray for operation:
 - a. Amalgam
 - b. Synthetic
 - c. Cements
 - d. Prophylaxis
3. Have radiograph available.
4. Be alert in assisting the doctor during all operations.
5. Clear tray and cabinet top of any unnecessary equipment.
6. At doctors' sign, dismiss the patient.

From a clinic presented at the Ohio State Dental Assistants Annual Meeting, Cleveland, Ohio, Nov. 8th, 1943.

Mary Ann Gannon,
Clinician.

Helpful Hints

By MYREL ARNOLD

A little vaseline added to the water in the sterilizer will prevent rusting. It will also prevent rusting of instruments when sterilized.

Muriatic acid cleans the cement slab very nicely. Hold a piece of cotton roll with cotton pliers, dip in acid and rub it quickly over the slab.

Never try to force amalgam out of the amalgam carrier after it has hardened. Just hold the tip of the carrier in the gas flame for a few minutes and the amalgam will drop out.

To keep the sterilizer faucet in perfect running order, apply vaseline around the turn-off valve while the water is hot.

Rub a little hand lotion around the cuspidor—this gives a nice odor and prevents blood from clinging.

To prevent irritation from cotton rolls (some patients are sensitive to the zinc oxide with which the rolls are treated) wrap the roll in a piece of kleenex before placing in the mouth.

To remove dust from the typewriter without soiling your hands, take the machine into the laboratory and use the compressed air to blow the dust out of inaccessible places.

A little denture powder sprinkled on cotton rolls helps to hold them in place.

The disagreeable odor of ash trays can be avoided by sprinkling a little deodorant powder in the trays.

Spots of wax on uniforms can be removed by placing a clean cloth or blotter over the spots and rubbing it with a hot spatula. The cloth or blotter will absorb the wax.

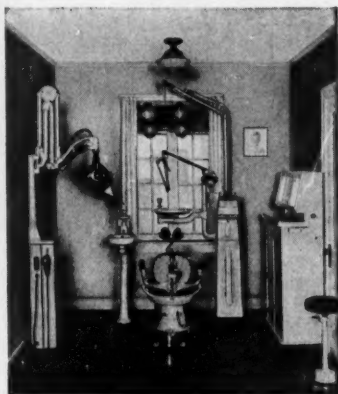
To clean water syringe and chip blower bulbs, soak them in a little polident solution for a few minutes and wipe with a towel, then rinse with water. The bulbs will look like new.

Wood match split at the end makes dandy holders for carbon paper strips and prevents soiled hands.

An easy way to identify the mould of teeth is to rub the mould of the tooth across articulating paper.

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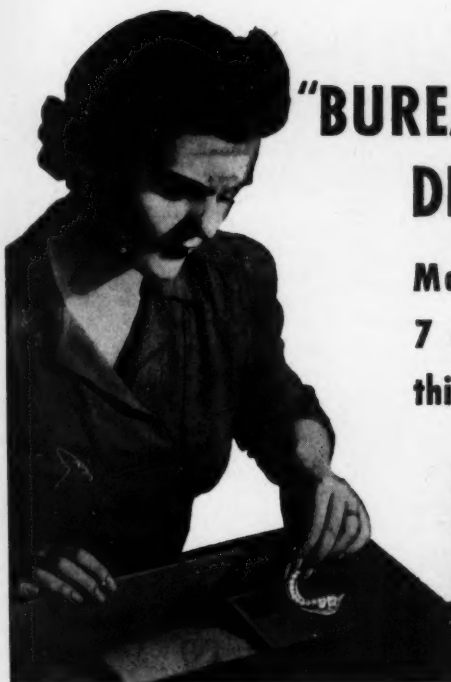
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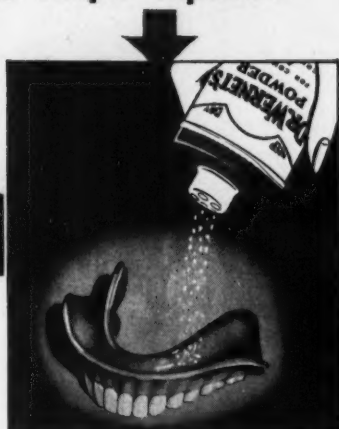
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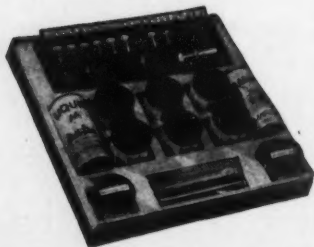
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